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Cronan O'Connell  
Vice President-Federal Regulatory

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Federal Communications Commission  
Office of Secretary

August 2, 2004

Ms. Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, TW-A325  
Washington, DC 20554

RE: Qwest ONA Nondiscrimination Report  
CC Docket No. 88-2, Phase I, CC Docket No. 96-128

Dear Ms. Dortch:

Pursuant to the FCC Orders<sup>1</sup> concerning Qwest Communications International, Inc., ("Qwest") ONA Plans, Qwest hereby submits its ONA Nondiscrimination Report for the second quarter of 2004. This report includes both provisioning and maintenance results, and is broken down into the categories as mandated by the FCC in CC Docket 88-2, Phase 1, MO&O on Reconsideration, Appendix B.

This report also includes the categories of Public Access Lines in accordance with CC Docket 96-128, implementing Section 276 of the Telecom Act.

Acknowledgement of date of receipt of this submission is requested. A duplicate of this letter is provided for this purpose.

Please contact me if you have questions.

Sincerely,

cc: Ms. Janice Myles

Attachment

<sup>1</sup> See In the Matter of Filing and Review of Open Network Architecture Plans Memorandum Opinion and Order, 5 FCC Rcd. 3103 (1990) and Memorandum Opinion and Order on Reconsideration, 5 FCC Rcd. 3084 (1990). Also See In the Matter of Implementation of the Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996, 11 FCC Rcd. 20541(1996).

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Quarterly ONA Installation Detail Report  
Qwest  
2 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>A1 - Business</b>				
Total Orders	178359	Average Interval	149327	Average Interval
Due Dates Missed	1673	(In Days)	2207	(In Days)
% Due Dates Missed	0.94%	4	1.48%	4
		0		0
<b>A2 - PBX</b>				
Total Orders	783	Average Interval	6488	Average Interval
Due Dates Missed	21	(In Days)	220	(In Days)
% Due Dates Missed	2.68%	6	3.39%	7
		0		0
<b>A3 - Centrex</b>				
Total Orders	15306	Average Interval	22611	Average Interval
Due Dates Missed	211	(In Days)	319	(In Days)
% Due Dates Missed	1.38%	4	1.41%	5
		0		0
<b>A4 - WATS</b>				
Total Orders	150	Average Interval	916	Average Interval
Due Dates Missed	1	(In Days)	5	(In Days)
% Due Dates Missed	0.67%	3	0.55%	3
		0		0
<b>A5 - Mobile</b>				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
<b>A6 - Feature Group A</b>				
Total Orders	2	Average Interval	53	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	0.00%	3	0.00%	4
		0		2
<b>A7 - Foreign Exchange</b>				
Total Orders	162	Average Interval	426	Average Interval
Due Dates Missed	3	(In Days)	15	(In Days)
% Due Dates Missed	1.85%	3	3.52%	3
		0		0

\*\*\*\*\*  
The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

**Qwest**  
2 QTR 2004

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
<b>B1 - Feature Group B</b>		
Total Orders	0 Average Interval	49 Average Interval
Due Dates Missed	0 (In Days)	1 (In Days)
% Due Dates Missed	No Activity 0	2.04% 11
	0	5
<b>B2 - Feature Group D</b>		
Total Orders	0 Average Interval	2199 Average Interval
Due Dates Missed	0 (In Days)	79 (In Days)
% Due Dates Missed	No Activity 0	3.59% 17
	0	6
<b>B3 - DID</b>		
Total Orders	259 Average Interval	6239 Average Interval
Due Dates Missed	90 (In Days)	1037 (In Days)
% Due Dates Missed	34.75% 16	16.62% 12
	1	2

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest  
2 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>	
<b>C1 - Packet DDD Line</b>				
Total Orders	9	Average Interval	41	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	0.00%	3	4.88%	7
		0		0
<b>C2 - Packet Synchronous Access</b>				
Total Orders	22	Average Interval	8436	Average Interval
Due Dates Missed	7	(In Days)	471	(In Days)
% Due Dates Missed	31.82%	23	5.58%	10
		0		5
<b>C3 - Packet Asynchronous Access</b>				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

\*\*\*\*\*

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
**Qwest**  
 2 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>D1 - Protective Alarm</b>				
Total Orders	2	Average Interval	71	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	0.00%	3	4.23%	5
		0		0
<b>D2 - Protective Relay</b>				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
<b>D3 - Control Circuit</b>				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
**Qwest**  
 2 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>E1 - Telegraph 75 Baud</b>				
Total Orders	9	Average Interval	31	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	0.00%	5	12.90%	11
		0		1
<b>E2 - Telegraph 150 Baud</b>				
Total Orders	0	Average Interval	2	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	45
		0		0

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
Qwest  
2 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
<b>F1 - Voice, Non-Switched Line</b>					
Total Orders	0	Average Interval	203	Average Interval	
Due Dates Missed	0	(In Days)	5	(In Days)	
% Due Dates Missed	No Activity	0	2.46%	5	
		0		4	
<b>F2 - Voice, Switched Line</b>					
Total Orders	5	Average Interval	783	Average Interval	
Due Dates Missed	0	(In Days)	105	(In Days)	
% Due Dates Missed	0.00%	9	13.41%	12	
		0		3	
<b>F3 - Voice, Switched Trunk</b>					
Total Orders	0	Average Interval	1271	Average Interval	
Due Dates Missed	0	(In Days)	86	(In Days)	
% Due Dates Missed	No Activity	0	6.77%	17	
		0		7	
<b>F4 - Voice and Tone, Radio Land Line</b>					
Total Orders	0	Average Interval	2	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	0.00%	6	
		0		2	
<b>F5 - Data, Low Speed</b>					
Total Orders	0	Average Interval	35	Average Interval	
Due Dates Missed	0	(In Days)	2	(In Days)	
% Due Dates Missed	No Activity	0	5.71%	7	
		0		4	
<b>F6 - Basic Data and Voice</b>					
Total Orders	3	Average Interval	1249	Average Interval	
Due Dates Missed	1	(In Days)	85	(In Days)	
% Due Dates Missed	33.33%	23	6.81%	9	
		0		3	
<b>F7 - Voice/Data PSN Access Tie Trunk</b>					
Total Orders	0	Average Interval	224	Average Interval	
Due Dates Missed	0	(In Days)	7	(In Days)	
% Due Dates Missed	No Activity	0	3.13%	8	
		0		6	
<b>F8 - Voice/Data SSN Access</b>					
Total Orders	0	Average Interval	292	Average Interval	
Due Dates Missed	0	(In Days)	46	(In Days)	
% Due Dates Missed	No Activity	0	15.75%	21	
		0		1	
<b>F9 - Voice/Data SSN Intermachine Trunk</b>					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
<b>F10 - Data Extension, Voice Grade</b>					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
<b>F11 - Voice Grade Telephoto and Facsimile</b>					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	

% Due Dates Missed	No Activity	0	No Activity	0
		0		0
<b>F12 - Protective Relay, Voice Grade</b>				
Total Orders		0	Average Interval	0
Due Dates Missed		0	(In Days)	0
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.



Quarterly ONA Installation Detail Report  
**Qwest**  
 2 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
<b>G1 - Program Audio, 200-3500 Hz</b>					
Total Orders	0	Average Interval	7	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	0.00%	12	
		0		0	
<b>G2 - Program Audio, 100-5000 Hz</b>					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
<b>G3 - Program Audio, 50-8000 Hz</b>					
Total Orders	0	Average Interval	13	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	0.00%	6	
		0		0	
<b>G4 - Program Audio, 50-15000 Hz</b>					
Total Orders	2	Average Interval	9	Average Interval	
Due Dates Missed	0	(In Days)	1	(In Days)	
% Due Dates Missed	0.00%	4	11.11%	12	
		0		0	

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
**Qwest**  
 2 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>	
<b>H1 - TV Channel 1 Way 15 kHz Audio</b>				
Total Orders	0	Average Interval	25	Average Interval
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	No Activity	0	20.00%	8
		0		3
<b>H2 - TV Channel 1 Way 5 kHz Audio</b>				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

\*\*\*\*\*  
 The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
Qwest  
2 QTR 2004

<u>AFFILIATE</u>				<u>ALL OTHERS</u>			
<b>I1 - Digital Voice Circuit</b>							
Total Orders	0	Average Interval		56	Average Interval		
Due Dates Missed	0	(In Days)		9	(In Days)		
% Due Dates Missed	No Activity	0		16.07%	6		
		0			0		
<b>I2 - Digital Data, 2.4 kbps</b>							
Total Orders	0	Average Interval		57	Average Interval		
Due Dates Missed	0	(In Days)		3	(In Days)		
% Due Dates Missed	No Activity	0		5.26%	4		
		0			0		
<b>I3 - Digital Data, 4.8 kbps</b>							
Total Orders	0	Average Interval		0	Average Interval		
Due Dates Missed	0	(In Days)		0	(In Days)		
% Due Dates Missed	No Activity	0		No Activity	0		
		0			0		
<b>I4 - Digital Data, 9.6 kbps</b>							
Total Orders	0	Average Interval		193	Average Interval		
Due Dates Missed	0	(In Days)		10	(In Days)		
% Due Dates Missed	No Activity	0		5.18%	9		
		0			5		
<b>I5 - Digital Data, 56 kbps</b>							
Total Orders	0	Average Interval		62	Average Interval		
Due Dates Missed	0	(In Days)		14	(In Days)		
% Due Dates Missed	No Activity	0		22.58%	19		
		0			1		

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
**Qwest**  
 2 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1 - Dedicated Hicap Digital, 1.544 mbps				
Total Orders	208	Average Interval	46090	Average Interval
Due Dates Missed	53	(In Days)	4175	(In Days)
% Due Dates Missed	25.48%	18	9.06%	13
		1		5

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
**Qwest**  
 2 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
<b>K1 - Dedicated Hicap Digital, 3.152 mbps</b>					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
<b>K2 - Dedicated Hicap Digital, 6.312 mbps</b>					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
<b>K3 - Dedicated Hicap Digital, 44.736 mbps</b>					
Total Orders	8	Average Interval	2687	Average Interval	
Due Dates Missed	1	(In Days)	525	(In Days)	
% Due Dates Missed	12.50%	14	19.54%	18	
		1		8	
<b>K4 - Dedicated Hicap Digital, &gt;45 mbps</b>					
Total Orders	21	Average Interval	420	Average Interval	
Due Dates Missed	4	(In Days)	83	(In Days)	
% Due Dates Missed	19.05%	8	19.76%	16	
		1		2	

\*\*\*\*\*

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
Qwest  
2 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>L1 - Smart PAL</b>				
Total Orders	843	Average Interval	1	Average Interval
Due Dates Missed	45	(In Days)	0	(In Days)
% Due Dates Missed	5.34%	10	0.00%	8
		1		0
<b>L2 - Basic PAL</b>				
Total Orders	1876	Average Interval	2129	Average Interval
Due Dates Missed	108	(In Days)	45	(In Days)
% Due Dates Missed	5.76%	10	2.11%	5
		0		0

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Maintenance Report  
Qwest  
2 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>A1 - Business</b>				
Total Tickets	63		72	
Average Interval in Hrs/Mns	3	17	4	24
<b>A2 - PBX</b>				
Total Tickets	50		647	
Average Interval in Hrs/Mns	2	54	2	46
<b>A3 - Centrex</b>				
Total Tickets	47		63	
Average Interval in Hrs/Mns	3	2	3	8
<b>A4 - WATS</b>				
Total Tickets	0		4	
Average Interval in Hrs/Mns	No Activity		2	6
<b>A5 - Mobile</b>				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
<b>A6 - Feature Group A</b>				
Total Tickets	0		44	
Average Interval in Hrs/Mns	No Activity		3	39
<b>A7 - Foreign Exchange</b>				
Total Tickets	35		169	
Average Interval in Hrs/Mns	1	38	3	15
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Quarterly ONA Maintenance Report  
Qwest  
2 QTR 2004

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
<b>B1 - Feature Group B</b>		
Total Tickets	0	9
Average Interval in Hrs/Mns	No Activity	0 56
<b>B2 - Feature Group D</b>		
Total Tickets	0	188
Average Interval in Hrs/Mns	No Activity	1 15
<b>B3 - DID</b>		
Total Tickets	60	567
Average Interval in Hrs/Mns	3 15	2 21
.....		



Quarterly ONA Maintenance Report  
**Qwest**  
 2 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>	
<b>C1 - Packet DDD Line</b>				
Total Tickets		0	7	
Average Interval in Hrs/Mns	No Activity		1	56
<b>C2 - Packet Synchronous Access</b>				
Total Tickets		1	81	
Average Interval in Hrs/Mns		1 3	1	45
<b>C3 - Packet Asynchronous Access</b>				
Total Tickets		0	0	
Average Interval in Hrs/Mns	No Activity		No Activity	
*****				

Quarterly ONA Maintenance Report  
**Qwest**  
 2 QTR 2004

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
<b>D1 - Protective Alarm</b>			
Total Tickets	0	27	
Average Interval in Hrs/Mns	No Activity	2	43
<b>D2 - Protective Relay</b>			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
<b>D3 - Control Circuit</b>			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
*****			

Quarterly ONA Maintenance Report  
**Qwest**  
 2 QTR 2004

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
<b>E1 - Telegraph 75 Baud</b>		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
<b>E2 - Telegraph 150 Baud</b>		
Total Tickets	0	5
Average Interval in Hrs/Mns	No Activity	3 54
.....		

Quarterly ONA Maintenance Report  
Qwest  
2 QTR 2004

<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>F1 - Voice, Non-Switched Line</b>			
Total Tickets	0	45	
Average Interval in Hrs/Mns	No Activity	3	2
<b>F2 - Voice, Switched Line</b>			
Total Tickets	239	1369	
Average Interval in Hrs/Mns	3 21	3	13
<b>F3 - Voice, Switched Trunk</b>			
Total Tickets	137	977	
Average Interval in Hrs/Mns	1 38	1	53
<b>F4 - Voice and Tone, Radio Land Line</b>			
Total Tickets	0	77	
Average Interval in Hrs/Mns	No Activity	2	50
<b>F5 - Data, Low Speed</b>			
Total Tickets	0	65	
Average Interval in Hrs/Mns	No Activity	2	51
<b>F6 - Basic Data and Voice</b>			
Total Tickets	28	2606	
Average Interval in Hrs/Mns	2 28	2	29
<b>F7 - Voice/Data PSN Access Tie Trunk</b>			
Total Tickets	0	135	
Average Interval in Hrs/Mns	No Activity	1	48
<b>F8 - Voice/Data SSN Access</b>			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
<b>F9 - Voice/Data SSN Intermachine Trunk</b>			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
<b>F10 - Data Extension, Voice Grade</b>			
Total Tickets	1	22	
Average Interval in Hrs/Mns	1 49	3	2
<b>F11 - Voice Grade Telephoto and Facsimile</b>			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
<b>F12 - Protective Relay, Voice Grade</b>			
Total Tickets	0	8	
Average Interval in Hrs/Mns	No Activity	3	54

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Quarterly ONA Maintenance Report  
**Qwest**  
 2 QTR 2004

<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>G1 - Program Audio, 200-3500 Hz</b>			
Total Tickets	0	12	
Average Interval in Hrs/Mns	No Activity	2	2
<b>G2 - Program Audio, 100-5000 Hz</b>			
Total Tickets	0	4	
Average Interval in Hrs/Mns	No Activity	5	27
<b>G3 - Program Audio, 50-8000 Hz</b>			
Total Tickets	0	27	
Average Interval in Hrs/Mns	No Activity	3	0
<b>G4 - Program Audio, 50-15000 Hz</b>			
Total Tickets	5	29	
Average Interval in Hrs/Mns	1 30	3	51
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Quarterly ONA Maintenance Report  
**Qwest**  
 2 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>
H1 - TV Channel 1 Way 15 kHz Audio			
Total Tickets	2		23
Average Interval in Hrs/Mns	4 27		3 2
H2 - TV Channel 1 Way 5 kHz Audio			
Total Tickets	0		0
Average Interval in Hrs/Mns	No Activity		No Activity
.....			

Quarterly ONA Maintenance Report  
**Qwest**  
 2 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>I1 - Digital Voice Circuit</b>				
Total Tickets	2		35	
Average Interval in Hrs/Mns	0	15	2	10
<b>I2 - Digital Data, 2.4 kbps</b>				
Total Tickets	0		51	
Average Interval in Hrs/Mns	No Activity		2	14
<b>I3 - Digital Data, 4.8 kbps</b>				
Total Tickets	0		2	
Average Interval in Hrs/Mns	No Activity		5	5
<b>I4 - Digital Data, 9.6 kbps</b>				
Total Tickets	0		132	
Average Interval in Hrs/Mns	No Activity		2	12
<b>I5 - Digital Data, 56 kbps</b>				
Total Tickets	5		2977	
Average Interval in Hrs/Mns	1	53	2	19
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Quarterly ONA Maintenance Report  
**Qwest**  
 2 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>J1 - Dedicated Hicap Digital, 1.544 mbps</b>				
Total Tickets	259		14679	
Average Interval in Hrs/Mns	2	36	2	48
*****				



Quarterly ONA Maintenance Report  
**Qwest**  
 2 QTR 2004

<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>K1 - Dedicated Hicap Digital, 3.152 mbps</b>			
Total Tickets	0		0
Average Interval in Hrs/Mns	No Activity	No Activity	
<b>K2 - Dedicated Hicap Digital, 6.312 mbps</b>			
Total Tickets	0		0
Average Interval in Hrs/Mns	No Activity	No Activity	
<b>K3 - Dedicated Hicap Digital, 44.736 mbps</b>			
Total Tickets	5	327	
Average Interval in Hrs/Mns	1 52	1	34
<b>K4 - Dedicated Hicap Digital, &gt;45 mbps</b>			
Total Tickets	1341	451	
Average Interval in Hrs/Mns	7 7	6	25
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Quarterly ONA Maintenance Report

Qwest

2 QTR 2004

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
<b>L1 - Smart PAL</b>		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
<b>L2 - Basic PAL</b>		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
.....		

Quarterly ONA Maintenance Report - Tickets with Due Dates

Qwest  
2 QTR 2004

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
<b>A1 - Business</b>		
Total Tickets	20780	35714
Average Interval in Hrs/Mns	11:20:00	12:43:00
Due Dates Missed	1562	3054
% Due Dates Missed	7.52%	8.55%
<b>A2 - PBX</b>		
Total Tickets	72	1079
Average Interval in Hrs/Mns	10:30:00	10:27:00
Due Dates Missed	6	118
% Due Dates Missed	8.33%	10.94%
<b>A3 - Centrex</b>		
Total Tickets	3722	7650
Average Interval in Hrs/Mns	11:30:00	12:04:00
Due Dates Missed	385	774
% Due Dates Missed	10.34%	10.12%
<b>A4 - WATS</b>		
Total Tickets	0	5
Average Interval in Hrs/Mns	No Activity	2:31:00
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
<b>A5 - Mobile</b>		
Total Tickets	0	4
Average Interval in Hrs/Mns	No Activity	11:30:00
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
<b>A6 - Feature Group A</b>		
Total Tickets	1	23
Average Interval in Hrs/Mns	17:44:00	16:26:00
Due Dates Missed	0	6
% Due Dates Missed	0.00%	26.09%
<b>A7 - Foreign Exchange</b>		
Total Tickets	46	254
Average Interval in Hrs/Mns	14:41:00	12:06:00
Due Dates Missed	1	18
% Due Dates Missed	2.17%	7.09%

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Quarterly ONA Maintenance Report - Tickets with Due Dates  
**Qwest**  
 2 QTR 2004

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
<b>E1 - Telegraph 75 Baud</b>		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
<b>E2 - Telegraph 150 Baud</b>		
Total Tickets	0	45
Average Interval in Hrs/Mns	No Activity	18:53:00
Due Dates Missed	0	17
% Due Dates Missed	0.00%	37.78%
.....		